

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST KAMPALA	2. AGENCY STATE	3a. POSITION NO. 101762
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ **Yes - 101613** 2 positions ☐ **No**

4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☒ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Computer Control Clerk; 1825	FSN-07	AFRCC: MHB	11/24/2020
b. Other				
c. Proposed by Initiating Office MGT/IRM/ISC				

6. POST TITLE POSITION (if different from official title) Service Desk Analyst	7. NAME OF EMPLOYEE
8. OFFICE/SECTION U.S.EMBASSY KAMPALA	a. First Subdivision INFORMATION MANAGEMENT OFFICE
b. Second Subdivision INFORMATION SYSTEMS OFFICE	c. Third Subdivision N/A
9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="border-top: 1px solid black; display: flex; justify-content: space-between; margin-top: 20px;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="border-top: 1px solid black; display: flex; justify-content: space-between; margin-top: 20px;"> Typed Name and Signature of Supervisor Date(mm-dd-yy) </div>
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="border-top: 1px solid black; display: flex; justify-content: space-between; margin-top: 20px;"> Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yy) </div>	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="border-top: 1px solid black; display: flex; justify-content: space-between; margin-top: 20px;"> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) </div>

13. BASIC FUNCTION OF POSITION

The Service Desk Analyst (SDA) provides first level support to over 441 customers and works under the direct supervision of the Information Systems Officer. The SDA is responsible for front-line response to both internal and external customer queries, both in person at the service desk and through remote channels such as telephone, email, chat, and self-service request forms. In addition to IT-related calls, the SDA performs ticket triage, and handles resulting incidents and service requests using the incident management and request fulfillment processes in line with ICASS targets and objectives.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

A. IT Customer Service Desk

70%

The SDA is the face of the Information Management section. S/he must listen to the customer to learn their requirements, explain service catalog options, and help them to properly submit service requests. S/he must maintain a professional demeanor, even when dealing with difficult customers. Provides first level support to the customer, perform ticket triage, and handle resulting incidents and Service Requests expeditiously, using the incident management and request fulfillment processes in line with Service Desk targets and objectives. Tracks customer tickets through the lifecycle and across responsible offices to ensure that those requiring action or sign-off from multiple approvers and/or service providers do not get delayed or miss their fulfillment target.

Establishes a dialogue with the customer to elicit information about the problem and provide instructions to the user or escalates to the next level of support. Applies a range of diagnostic tools and techniques, including standard problem resolution scripts or established decision trees, to isolate and identify the source of the trouble as well as determine the procedures to accomplish such corrective actions. Documents problems assigned and corrective actions taken for inclusion in the problem resolution database.

Performs user administration functions such as adding and deleting users, resetting passwords, managing security groups, and assigning user accounts to appropriate directories. Maintains documentation on workstation and network resources including user information, server and workstation configurations, network cabling, and trouble logs. Assists users with office productivity applications and enterprise web applications.

B. Administrative and Program Management

15%

Designated as Security and Accountability for Everyone (SAFE) Data Manager and is responsible for maintaining and validating the emergency notification system database. Ensures that all official mobile devices have the SAFE mobile client installed and activated at time of issuance and that the customer knows how to use it and respond to emergency and accountability notifications. Works closely with the IRM American Supervisor to receive the relevant information to updates the Information Management Office's sections of the Emergency Action Plan (EAP) via the Post Emergency Guidance and Authoring System (PEGASYS) platform.

Maintains the data quality of Active Directory and validates user and resource information. Validates that user accounts and devices are associated with the correct ICASS agency code. Generates ICASS workload count reports for the IRM section and clears them with the customer agencies. Actively monitors and maintains the IT Asset Management (ITAM) system and coordinates with the Property section so that property transactions submitted by the IM Office are reflected in the system of record. Issues loanable property, including laptops, emergency radios, and mobile devices, and maintains hand receipts. Assists with the annual inventory and ensures that records for property under control of the IM section are properly documented. Updates Post Profiles information at least quarterly.

He/she receives requests from other organizations within the Embassy for information concerning programs under the IMO's control. From available background data, assembles requested information or follows up to see that subordinates in the office submit required answers and respond to taskers within the specified time. Composes correspondence on own initiative, based on a knowledge of the IMO's views and section goals. Typical subjects include administrative matters, letters of acknowledgment, general office and programmatic policies, acceptance of invitations, and cancellation of conferences.

Acts as liaison between the IMO and subordinates by providing requested documentation including metrics and reports. Coordinates and schedules IRM internal and external meetings and de-conflicts schedules and monitors the progress of IRM Office taskers.

Collaborates with GSO Travel on travel related matters for employees and visitors for the IM Office. Responsible for getting approvals for country clearance, facility access requests, arranging schedule of visits, coordinating transportation and hotel reservations, notifying organizations and officials to be visited, keeping in touch with travelers, and submitting travel vouchers and reports.

C. Training and Knowledge Management

15%

Provides ad-hoc and introductory training to users on the use radios, mobile devices, software and, when necessary, provides refresher training in the use of existing applications programs such as those for word processing and spreadsheets. Provides guidance on the creation of adequate passwords, proper maintenance of email accounts to avoid data overload, and the establishment of folders and files to ensure efficient storage and retrieval of documents.

Meets the training goals set-forth in the annual ISC training plans and stays current with mandatory training. Maintains technical skills and proficiency required to perform IT support to the Embassy in Sofia and maintains any required professional certifications.

Maintains and updates Standard Operating Procedure (SOP) documentation and keeps all documentation current; including hardware/software documentation and inventory of equipment in each office. Using the current helpdesk tracking application, document all troubleshooting techniques, including successful fixes and actions taken. Maintains system documentation, electronic and paper-based, following established methods. Shares information using Department platforms and internal social media tools such as Diplopodia, Corridor, and internal SharePoint repositories.

The incumbent is responsible for training his/her backup on the core functions of his/her portfolio and coordinating leave schedules to ensure continuity of operations during scheduled and unscheduled absences. The incumbent must learn and become competent in the core responsibilities of his/her own backup portfolio.

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Completion of secondary school (O and A Level) is required.

b. Prior Work Experience:

Two years prior experience in the management and use of information systems including IT call center /customer service experience is required.

c. Post Entry Training:

Briefing and orientation on organization and functions of all sections in the Mission is required. Training on federal information technology policies and security procedures must be completed within the first week of hire. Agency-specific courses in network management, system administration, and information assurance must be completed in the first month of hire.

ACS02A03 – Controlling Conflict, Stress, and Time in a Customer Service Environment- 1/2 of an hour

ACS02A04 – Dealing with Customer Service Incidents and Complaints-1/2 of an hour

ACS02A05 - Polishing your Skills for Excellent Customer Service-1/2 of an hour

ACS03A04 – Providing Effective Internal Customer Service-1/2 of an hour

ACS03A05 – Facing Confrontation in Customer Service-1/2 of an hour

The following additional courses must be completed within the first six months of hire.

SAFE Data Manager Training

E2 Account Management

myServices Manager Training

ILMS / Ariba Procurement

ILMS / Asset Management

d. Language Proficiency: *(List both English and host country language(s) proficiency requirements by level and specialization)*

Level IV (Fluent) speaking/reading/writing of English is required.

e. Job Knowledge:

Comprehensive knowledge of Local Area Networks support methodologies; IT troubleshooting techniques, in-depth knowledge of personal computers, peripherals, wireless internet hardware and smart phone configuration

f. Skills and Abilities:

The incumbent must have excellent interpersonal and communications skills to work effectively with internal and external contacts at all levels. Must have excellent organizational and planning skills. Must possess advanced skills in MS Office software programs (Outlook, Word, and Excel), both for their own work and to answer questions for other employees. Must be able to type accurately at a good working speed. and initiative is required. Must be able to lift 25 pounds.

16. POSITION ELEMENTS

a. Supervision Received:

Supervised by the Computer Control Assistant EFM American.

b. Supervision Exercised:

None.

c. Available Guidelines:

5 FAM – Section on Automated Information Systems.

d. Exercise of Judgment:

Must have excellent judgment and able to work independently under pressure in time-sensitive and emergency situations.

e. Authority to Make Commitments:

None.

f. Nature, Level, and Purpose of Contacts:

Contacts include those with individuals or groups at all levels from inside and outside the Interagency and Department of State such as working level contacts at the MFA and other foreign government officials, contractors, IT specialists, and officials in private industry and professional organizations.

g. Time Expected to Reach Full Performance Level:

Six Months.